



**THE EFFECT OF LEADERSHIP STYLES ON EMPLOYEES PERFORMANCE  
IN FINANCE AND HUMAN RESOURCE DEPARTMENT AT TELEKOM  
MALAYSIA BERHAD ALOR STAR, KEDAH**

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## **ABSTRACT**

The purpose of this study was to investigate on the effect of leadership styles on employees' performance. Self-administered surveys were distributed to a randomly selected population of 60 respondents in both Finance Department and Human Resource Department at Telekom Malaysia Berhad Alor Star, Kedah. The survey measured leadership approaches, attributes of each leadership styles, and factors that contribute to employees' performance. Leadership style and outcomes were measured using two (2) sets of questionnaires. The results revealed that both autocratic leadership and democratic leadership may lead to higher effectiveness and improved employee performance. The study demonstrated employees' participation and reward system could increase effectiveness and job satisfaction.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Background of the Study**

A research on the effect of leadership style on job - related tension and psychological sense of community in work organizations (Bunmi Omolayo, 2007) sets the background of the study in this manner:

Based on Omolayo, (2000) define that leadership is a social influence process in which the leader seek the voluntary participation of subordinates in an effort to reach organization goals. According to Omolayo (2004) said that the effectiveness of a particular style is dependent on the organizational situations. While, employees' performance determine how well employee can perform those job task for which he or she is be assigned. Therefore, the study is conducted to study the effectiveness of leadership style among top management toward employee performance at the Telekom Malaysia (TM) Alor Star, Kedah.